

DHFS will develop effective, efficient, accessible human service systems that provide quality care, services and supports.

DHFS works to serve our consumers well and make a positive difference in the lives of others. We oversee a huge array of programs and services designed to meet many different human service needs. Serving people creates a constant dynamic environment in which ongoing change and improvement are necessary. DHFS is committed to continual quality improvement in the performance of our programs and services. This goal is evidenced by efforts to redesign, streamline, simplify and advance the effectiveness and accessibility of help to people in need.

Strategies

- A** Improve Wisconsin's capacity to serve people with long term care needs.
- B** Improve Wisconsin's capacity to protect vulnerable children and adults.
- C** Promote appropriate and quality care for persons living in out-of-home care and in DHFS institutions.
- D** Develop and enhance specialized programs and services that maximize self-sufficiency and functioning.
- E** Develop effective mental health and substance abuse treatment programs and facilitate access to these programs.
- F** Integrate quality improvement practices and quality assurance functions into programs and service systems.
- G** Advance providers' capacity to hire and retain qualified staff to provide consistent, quality care.
- H** Conduct regulatory processes that improve the quality and competency of facilities, providers and professionals that DHFS certifies, licenses or regulates.

